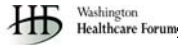


## Administrative Simplification Process

### Technical Advisory Group “Workshop Update”

June 7, 2005



### Workshop Goals:

- Outreach to providers and health plans regarding the Forum and its work
  - Introductory session went well and allowed us to target our audience
- Update providers on new initiatives, particularly:
  - Adjustment processing clarifications
  - National Provider Identifier, (NPI)
  - Increasing EDI Volumes
  - Getting Electronic was a major theme for this year's sessions
- Update on OneHealthPort and the launch of the Portal Products
  - Office Ally
  - Chart Connect
  - 3DGrid
  - Custom Coding Books
- Seek and receive feedback from providers about what else the Forum can do to better Simplify Administration

## Workshops: Attendees by Location

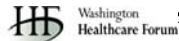
### 2005 Spring Workshop Attendance:

April 26,	Mt. Vernon	134
May 4,	Renton	112
May 11,	Spokane	138
May 19,	Pasco	111
May 20,	Bellevue	103
May 31,	Seattle	109
June 2,	Olympia	138

	Workshop Totals	845
May 24,	MGMA Spokane	75
Total Spring 2005 Outreach		920 Attendees

(2003 Spring Workshop Attendance: 600 Attendees)  
 (2004 Spring Workshop Attendance: 820 Attendees)

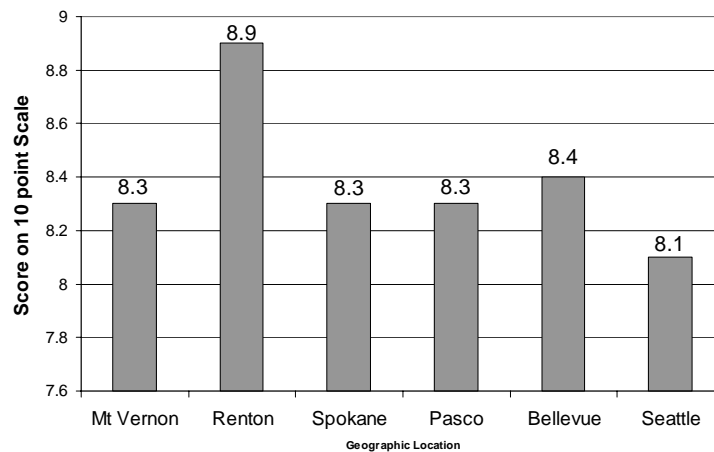
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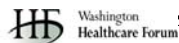
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## What we heard Overall

**Value of Workshops by Location**  
 (aggregate score of 8.38 in 2005 / 2004 aggregate was 8.34)



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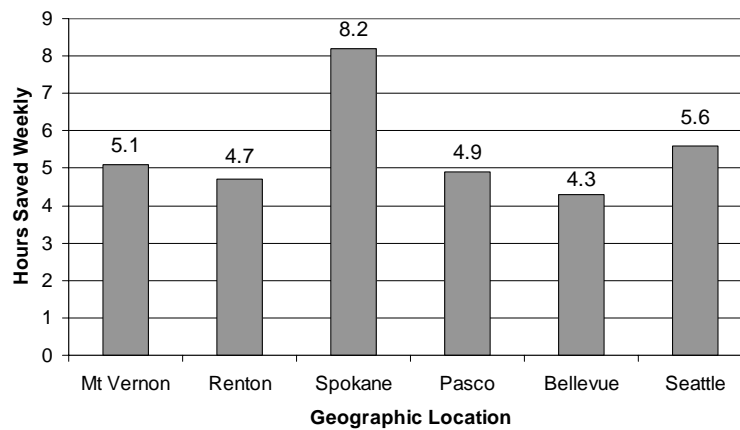


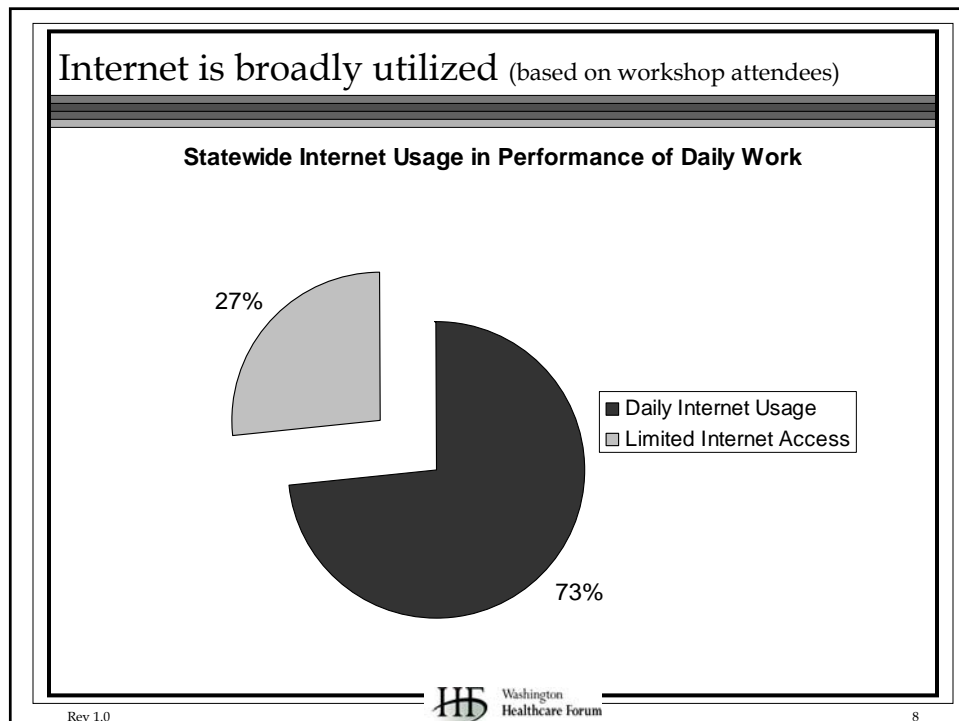
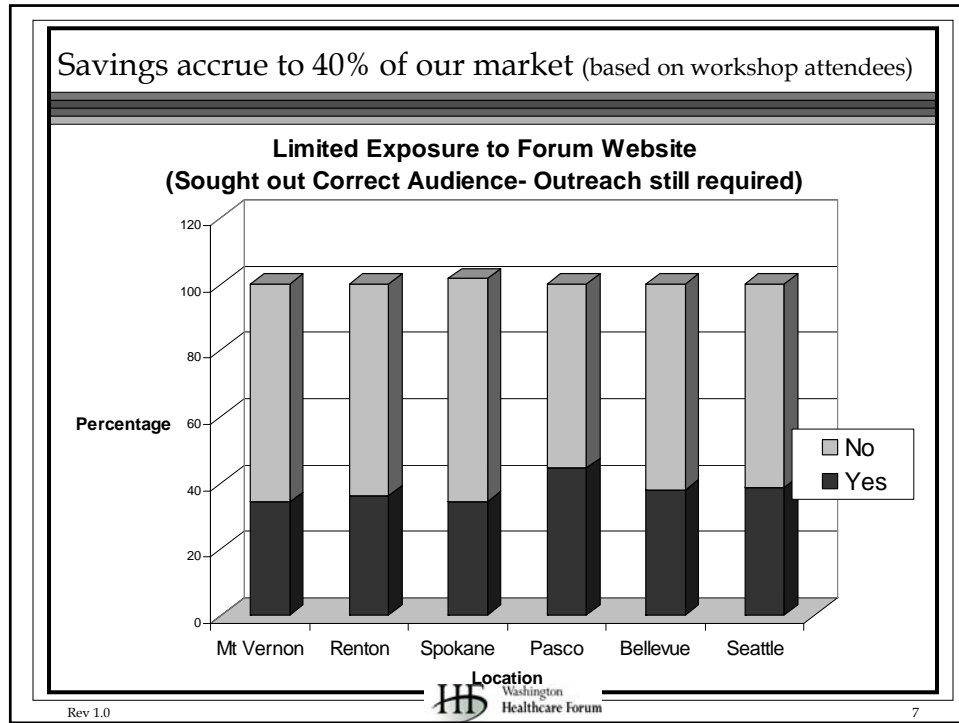
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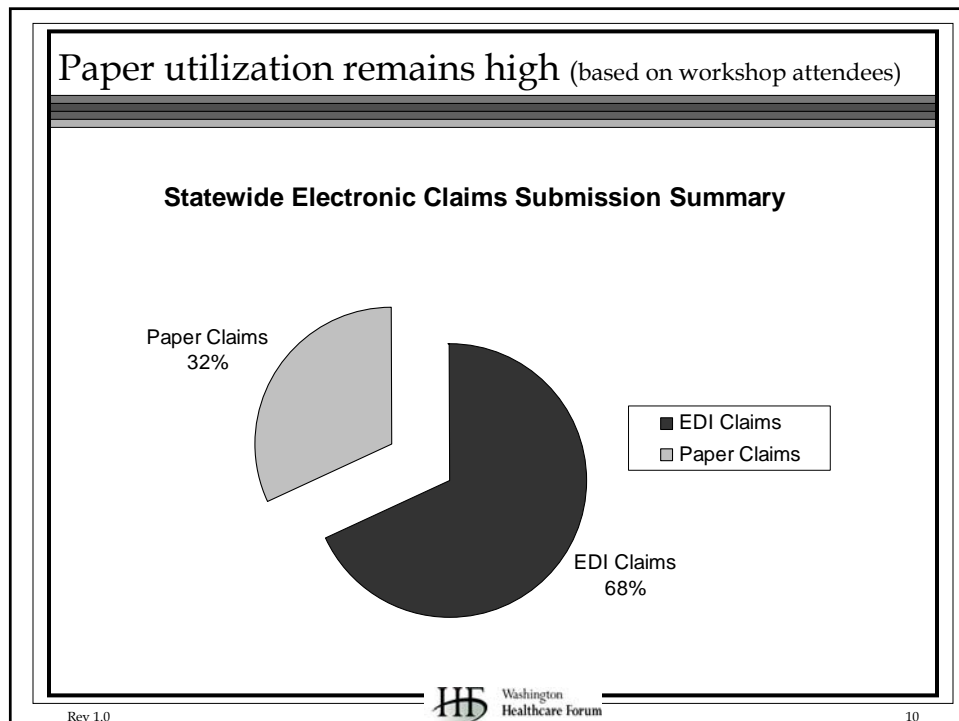
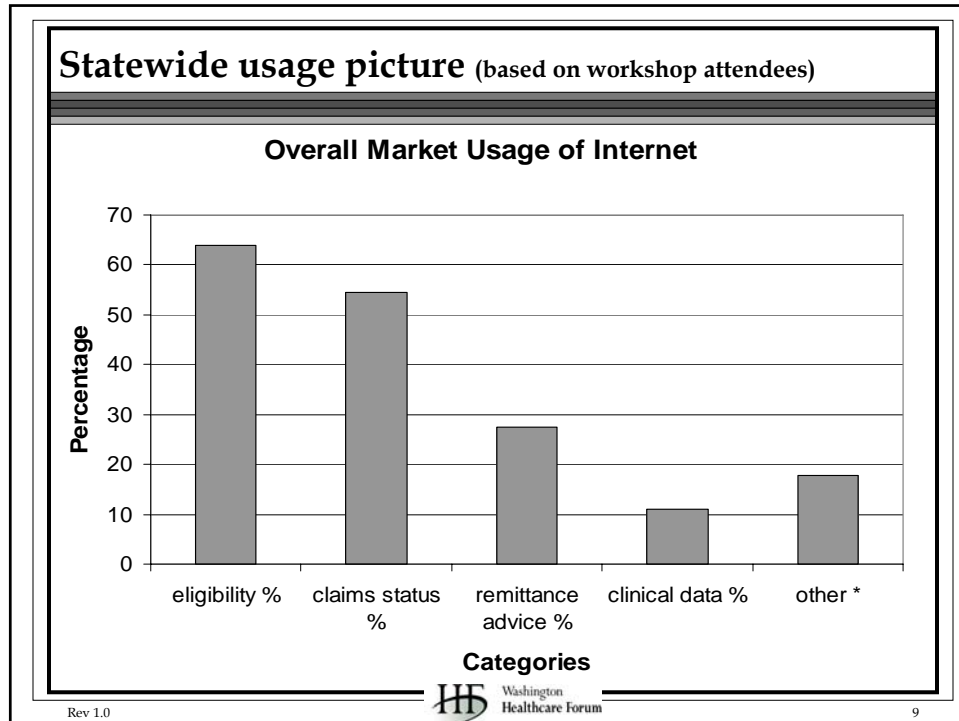
## What We Learned

### Staff savings are being achieved through the Forum Site

**Average Weekly Hours Saved by individual provider offices through Forum Website Usage by Location (average of 5.5 hours per week per office location)**



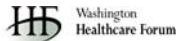




### Specific to our overall workshop audience:

- 68% of our participants submit claims electronically
- 32% of our audience is targeted for use of the Office Ally Tool available through OneHealthPort for electronic claims submission
- Internet usage makes implementation of this tool possible
- 100% of all participants who were not submitting claims electronically indicated that they would explore submission through Office Ally
- We shared a providers perspective with our audience via a brief video clip

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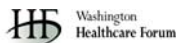


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### Breakout Sessions

- A major component of our workshops this year were the breakout sessions:
  - Seeking grass roots participation
  - Feedback from the provider community on the work done to date
  - Suggestions about future work that may be undertaken
- We began our Admin Simp Effort in this fashion in January of 2000; we revisited our history through these sessions

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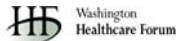


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## Breakouts Continued

- 65 separate groups, made up of representatives from physicians practices, hospitals, CAM providers, and health plans, met in the seven different locations across the State
- These groups compiled lists which included over 150 common problems or challenges which exist in our healthcare market today
- The groups were tasked to prioritize their “top 5” problems and provide proposed solutions for review by the Steering Committee

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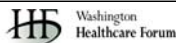


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## Emerging Top Issues for Consideration

- |   |
|---|
| ○ Standardization of the Explanation of Benefits (EOB) format   |
| ○ Standard Denial Codes, (reason/remark/message/denial code usage)  |
| ○ Standard Benefits and Eligibility Information (formats and benefit details including co-payments, deductibles, limits, insurance cards), made available on-line through OneHealthPort |
| ○ Electronic Submission of attachments, records, re-billings and standard documents   |
| ○ Centralized Credentialing Application (on-line solution) and centralized provider demographic database  |
| ○ Standardization of the Coordination of Benefits Process, (including Blue Card Claims), and ability to bill secondaries electronically   |
| ○ On-line submission of appeals and corrected claims  |
| ○ Difficulty processing adjustments (delays and lack of clarity)  |
| ○ Standardized Accident Questionnaire   |

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## Next Steps

- Steering Committee to meet in June to review and discuss results
  - We've learned that there are a number of "manual" paper offices remaining
  - A focal question for the group will be "Is there interest in continuing to simplify paper processes, or should we focus on driving our market into electronic solutions"